

# Certificate in **BUSINESS MANAGEMENT**

**Online Class**

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## Chapter (6)

# Levels of Management

- i. Top Level Management**
- ii. Middle Level Management**
- iii. Lower Level Management**



# Fundamentals of Management



## Levels of Management



# Fundamentals of Management



## I. Top Level Management

- Strategic Level Management

Top level management is also referred to as the administrative level. They coordinate services and are keen on planning. The top-level management is made up of the Board of Directors, the Chief Executive Officer (CEO), the Chief Financial Officer (CFO) and the Chief Operating Officer (COO) or the President and the Vice President.

# Fundamentals of Management



## Functions of Top Level Management

- To lay down the policies and objective of the organization
- Strategizing the plans of the enterprise and aligning competent managers to the departments or middle level to carry them out.
- Keeping the communication between the enterprise and the outside world.

# Fundamentals of Management



## II. Middle Level Management

Middle level management is also referred to as the executory level, they are subordinates of the top-level management and are responsible for the organization and direction of the low-level management. They account for the top-level management for the activities of their departments.

# Fundamentals of Management



## Functions of Middle Level Management

- To carry out the plans of the organization according to policies and directives laid down by the top-level management.
- To organize the division or departmental activities.
- To be an inspiration or create motivation for junior managers to improve their efficiency.



## III. Lower Level Management

Lower level management is also referred to as the supervisory or the operative level of managers. They oversee and direct the operative employees. They spend most of their time addressing the functions of the firm, as instructed by the managers above them.



# Fundamentals of Management



## Functions of Lower Level Management

- To allocate tasks and responsibilities to the operative employees.
- To ensure quality and be responsible for the production quantity.
- To communicate the goals and objective of the firm laid down by the higher level
- managers to the employees and also the suggestions, recommendations, appeals and information concerning employee problems to the higher-level managers.
- To give instruction and guided direction to workers on their day to day jobs.
- To give periodic reports of the workers to the higher-level managers.

## Chapter (7)

# Roles of Management

- i. Interpersonal Role**
- ii. Informational Role**
- iii. Decisional Role**



## Roles of Management

One of the classic studies into the work of managers was conducted by Mintzberg in 1980. His analysis of masses of detailed notes on exactly how managers spent their time resulted in his developing a typology of management roles which provides a slightly different overview of what management involves from the functional approach.

# Fundamentals of Management



Mintzberg identified three general roles;

- Interpersonal
- Informational
- Decisional



# Fundamentals of Management



## Interpersonal Role

**Interpersonal roles** – dealing with the maintenance of relationships with others within and outside of the organization.

The three roles within this category are

- figurehead
- leader
- liaison

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## Interpersonal Role

- **Figurehead** - includes symbolic duties which are legal or social in nature.

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## Interpersonal Role

- **Leader** – includes all aspects of being a good leader. This involves building a team, coaching the members, motivating them, and developing strong relationships.

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## Interpersonal Role

- **Liaison** – includes developing and maintaining a network outside the office for information and assistance.



## Informational Role

**Informational roles** - involve the receiving and sending of information whether as a spokesperson, a mentor, a trainer, or an administrator. The three roles within this category are

- Monitor
- Disseminator
- Spokesperson

# Fundamentals of Management



## Informational Role

- **Monitor** – includes seeking information regarding the issues that are affecting the organization. Also, this includes internal as well as external information.

## Informational Role

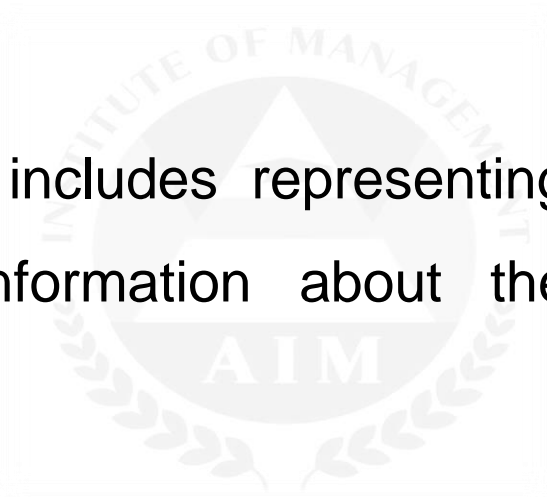
- **Disseminator** – On receiving any important information from internal or external sources, the same needs to be disseminated or transmitted within the organization.

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## Informational Role

- **Spokesperson** – includes representing the organization and providing information about the organization to outsiders.



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## Decisional Role

In a decisional role, a manager may have to think like an entrepreneur, make decisions about resource allocation, help resolve conflicts, or negotiate compromises. The four roles within this category are

- Entrepreneur
- Disturbance handler
- Resource Allocator
- Negotiator

# Fundamentals of Management



## Decisional Role

- **Entrepreneur** – involves all aspects associated with acting as an initiator, designer, and also an encourager of innovation and change.



# Fundamentals of Management

## Decisional Role

- **Disturbance handler** – taking corrective action when the organization faces unexpected difficulties which are important in nature.

# Fundamentals of Management



## Decisional Role

- **Resource Allocator** – being responsible for the optimum allocation of resources like time, equipment, funds, and also human resources, etc.



# Fundamentals of Management



## Decisional Role

- **Negotiator** – includes representing the organization in negotiations which affect the manager's scope of responsibility..



**Thank You For Your Attention!**

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